

Before the  
Federal Communications Commission  
Washington, DC 20054

In the Matter of	)	
	)	
Inquiry Concerning the Deployment of	)	
Advanced Telecommunications	)	
Capability to All Americans in a Reasonable	)	CC Docket No. 98-146
And Timely Fashion, and Possible Steps	)	
To Accelerate Such Deployment	)	
Pursuant to Section 706 of the	)	
Telecommunications Act of 1996	)	

**COMMENTS OF THE CITY OF PLANO CONCERNING  
THIRD NOTICE OF INQUIRY**

The City of Plano, Texas, and its Technology Commission provide the following comments in response to the questions posed in the Third Notice of Inquiry issued in CC Docket No. 98-146.

The City of Plano, Texas, is an affluent suburban community 20 miles north of Dallas with nearly 245,000 residents with an average household income of over \$81,000 and has been rated #1 for home-based businesses in the nation two years in a row.

**1. Is advanced telecommunications capability being deployed to all Americans?**

(a) Advanced telecommunications capability is not being deployed to all Americans. In Plano, advanced telecommunications capability (in the form of broadband and DSL Internet access) as defined in Section 706 of the 1996 Telecommunications Act is not available to almost 40% of our residents.

Although Verizon, SBC, AT&T Broadband, and smaller Competitive DSL carriers all offer advanced services (broadband and DSL Internet access) to the residents of Plano to varying extents, there are large pockets within the zip codes in Plano where none of these carriers provide these services. In addition, within those boundaries where the vendors say they provide the services, inadequate engineering and/or major infrastructure problems remove a significant portion of those areas from available service. These infrastructure problems include last mile wiring being too small in gauge to support DSL and cable nodes and wiring having too many splices and/or the engineering levels are too old to support Internet access. These problems are creating a significant "geographical digital divide" in our city.

In response to a survey conducted by the Technology Commission of the City of Plano with Plano residents and homeowner associations, 137 of 206 (66.5%) residents reported that they do not have any broadband Internet access to their homes and/or small businesses. The survey results, responses, and all comments are available for your review on request. Two summaries of comments received from the survey are attached as Exhibits "A" and "B."

(b) The FCC has requested comments on whether there are other ways of collecting and/or analyzing data. The City of Plano and its Technology Commission offer the following comments:

First, the City of Plano recommends changing the method for collecting data that is reported to the FCC regarding broadband deployment. Currently, the FCC reports of deployment of broadband services use a loose definition of broadband that allows expensive T-1 private line services (that are not financially feasible for residents and small businesses) to be included. Expensive T-1 lines are not compatible and should not be in the same comparative report with the deployment of DSL, cable, fixed wireless, and other feasible residential and small business broadband solutions. Broadband deployment data should either be categorized by technology, or be limited to broadband solutions that can reasonably be widely deployed to residents and small businesses, as well as to large businesses.

Further, the data in the FCC report of deployment of broadband services is based on the percentage of zip codes that have at least one "broadband" subscriber. Plano has approximately 245,000 people and over 100,000 jobs in its six zip codes. Reporting the data in this manner hides the fact that there are large areas within high-density zip codes that do not have any broadband Internet access (unless the resident or small business purchases expensive T-1 private line or other commercial broadband solution in the current FCC definition).

The FCC's report states that 98% or 99% of the highest population density and highest income zip codes have access to advanced telecommunications services. Given the loose definition of broadband in the report, high penetration rates are expected and are not questioned. However, this report could easily and mistakenly be interpreted as meaning that 99% of the residents of Plano have access to broadband and DSL Internet access, and this is very far from the truth.

Changing the reporting requirements for deployment to what percentage of the total quantity of potential customers have installed broadband/DSL and what percentage of the total quantity of potential customers have access to broadband/DSL would give a far more realistic, accurate, and useable report. In addition, the FCC should require that the vendors exclude those areas which are, for example, further than 13,000 or 15,000 cable feet from a central office (CO) capable of supporting DSL, and exclude those areas where infrastructure or back level engineering levels preclude these services being available. Otherwise, the FCC is using woefully inadequate data upon which to make decisions.

## **2. Is Deployment Reasonable and Timely?**

(a) Deployment of advanced telecommunications capability (in the form of broadband and DSL Internet access) is not reasonable and timely in the City of Plano. As noted above, advanced telecommunications capability is not available to almost 40% of Plano's residents. As a result, residents are looking to the City of Plano for a resolution to the deployment problems. Toward that end, City of Plano representatives met with representatives from Verizon, AT&T Broadband and Southwestern Bell Telephone Company (SBC) to discuss the inaccessibility to advanced services on May 31, 2001. One purpose of the meeting was to determine the status of rolling out advanced services such as DSL and broadband. The results of the meetings were very disappointing for City representatives and ultimately for Plano residents. The providers basically advised the City that there is no short term relief in sight with regard to the lack of advanced services in Plano. SBC does not plan to expand beyond the high density apartment/condo developments supposedly as a factor of return on investment in capital equipment necessary to extend DSL capability. The only hope that SBC provided was that they plan to offer a high-speed wireless service in Plano, but that will not be rolled out in the immediate future. Similarly, Verizon is not planning to extend DSL service beyond present locations or central offices because of cost. AT&T Broadband has projected the areas in which they can provide broadband access by the end of September (this month) 2001, but their plans still leave significant "holes" within the City limits that would have to be upgraded before they can accommodate broadband capability.

Verizon, AT&T Broadband, and SBC have advised the Technology Commission and City of Plano staff that they do not intend to expend the capital needed to provide advanced services (broadband and DSL Internet access) to areas where it is not presently available in Plano. This decision perpetuates the "geographical digital divide" in Plano and allows the providers to "cherry pick" the residents. This is not reasonable when you consider that the City of Plano:

- Is rated #1 for home-based businesses (that rely on these services) in the nation for two years in a row.
- Has an average household income that is nearly twice the national average, and has the demand and ability to purchase advanced services.
- Has a high population density and the demographics to provide high penetration rates of advanced services when they become available.
- Plano Homeowner Associations reported (in the survey conducted by the Technology Commission of Plano) that the lack of broadband Internet access has an adverse effect on the attractiveness of their neighborhoods, which in turn affect property values and the attractiveness of Plano as a high-tech community. The Technology Commission received negative comments about either moving out of Plano or not moving into Plano because of the lack of broadband access.
- Has many residents professionally employed in the telecommunications or related high-tech industries, whether in the Technology Corridor in Plano and

North Texas, or in the nearby Telecom Corridor of Richardson, Texas. Broadband Internet access is a prerequisite to these prospective residents in selecting cities and neighborhoods to live in and for retaining existing residents.

- Even though they may not provide broadband Internet access to the recipients, the carriers blitz the residents of Plano with constant radio, television, mailers, and telemarketing sales promotions for these services.
- Carriers often sell advanced telecommunications services and expensive customer provided equipment (CPE) to Plano residents, and the carriers later determine that they are unable to deliver the service.
- An increasing number of unemployed residents in Plano (over 5,000 in 2001 alone) rely on advanced services as a critical element of searching for new jobs. These jobs may well require them to have broadband access as a prerequisite to that job. This is an increasingly common requirement.

The Technology Commission of Plano has collected data from residents, carriers, and homeowner associations, and, although demand for such services exists, neither the Technology Commission nor City of Plano staff has been able to influence the carriers into providing advanced telecommunications capabilities to areas suffering from the geographical digital divide.

(b) The FCC has acknowledged that several providers of advanced service recently have filed for bankruptcy protection and seeks comment on whether customers of financially distressed providers still have access to high-speed and advanced services. As reflected in the above-comments, there are sections within the City of Plano in which residents are not able to obtain advanced services from traditional wireline telecommunications carriers. Metricom, a wireless Internet access company, was providing its Ricochet service in Plano, and it is the City of Plano's understanding that approximately 300 residents were customers of Metricom. However, Metricom has now filed for Chapter 11 bankruptcy and left its customers without any service not only in Plano but throughout the nation. For many of those customers, Metricom's service was the only way to obtain advanced services, and now that access is gone.

### **3. What Actions Can Accelerate Deployment?**

Incentives could be provided to carriers to obtain or free-up capital needed for additional coverage of advanced telecommunications services. If carriers use all or most of their available capital to buy each other, it does not leave much capital for installing the desired technologies. Such incentives could be in the form of tax incentives. The FCC could also require the various classes of carriers to reach certain deployment percentages as per the above report suggestions.

Since the gathering of accurate data on the decentralizing aspect of providing broadband services is one of great difficulty and requires the reporting of huge amounts of data from a national standpoint, the City of Plano recommends that the FCC change its approach to collection of data as outlined above. Further, the City of Plano recommends that the FCC use the capabilities of the organizations that are closest to

the problem to help meet the goals that the U.S. Congress has decreed. To that end, the Technology Commission further recommends that the FCC shift oversight authority to local governments such as cities and use the local governments as extensions of the FCC to monitor and oversee the carriers and their efforts to meet the needs of all local residents. Local governments, and not federal or state agencies, are closest to the residents they serve and are more in tune to residents' needs and desires. By shifting oversight authority back to local governments, the FCC would gain increased capability to meet the targets of the Telecommunications Act of 1996. Most local governments would gladly monitor and oversee the required targets for the various carriers to meet the needs of local residents. Local governments, including the City of Plano, are not interested in regulating telecommunications providers in order to impede competition or the deployment of advanced services. City of Plano residents and providers' customers are one and the same, and the City of Plano wishes to help its residents obtain the services that they need and want.

#### **4. Summary**

The future of the City of Plano depends heavily on its residents' ability to capitalize on the Internet and the World Wide Web. Efficient high-speed access to the Internet has become essential to our residents and businesses and is essential to attract new residents and businesses to Plano. The number of residents without access to any financially feasible (DSL, cable, fixed wireless) broadband Internet access is significant and unacceptable.

For local governments to serve the public better with faster, more efficient, and more cost-effective methods, they must also use the Internet. In addition, other areas include:

- Education at every level must increasingly use the Internet and high-speed access technology. The educational systems in Plano have heavily invested in computer and Internet infrastructure and require students to have strong computer skills and to use them.
- With high rates of growth, it is critical to use the Internet to establish a greater sense of community by encouraging resident involvement and participation throughout Plano. It is occurring, but it is hampered by the widespread and significant unavailability of high-speed Internet access.

To accomplish this and much more, the City of Plano needs a common electronic platform that is provided by efficient and reliable advanced telecommunications capability.

In the absence of broadband Internet access and lack of responsiveness from the carriers, Plano residents are looking to local government for guidance and action toward a resolution to the "geographical digital divide." The City of Plano welcomes your input and comments regarding actions that may be taken by our City to bridge the "geographical digital divide."

The City of Plano will also share these comments with the Technology Commissions and/or City Councils of the communities adjacent to Plano, as an invitation to determine if a broader "geographical digital divide" exists across the Dallas/Ft Worth metropolitan area. These areas include Dallas, Grand Prairie, Arlington, Plano, Frisco, Richardson, Garland, Lewisville and McKinney. The City of Plano would like to create a larger "critical mass" to work with the carriers and appropriate local, state, and federal authorities to resolve the issue.

Respectfully Submitted (via FedEx and FCC's Electronic Comment Filing System),

**CITY OF PLANO, TEXAS**

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## **Exhibit A: Technology Commission**

### **City of Plano, Texas**

August 20, 2001 – Questionnaire review.

#### **Questionnaire comments:**

These are a few of the more relevant comments made in response to our Questionnaire that we have circulated to several Home Owner Associations and responses from our posted web site.

**Comments:** I cannot believe I cannot get high-speed access with DSL. The phone rates for Verizon are as high as anywhere in the state and this is not available because they will not upgrade their switching system. All Verizon customers should have their monthly bills reduced until this simple equipment upgrade is made.

**Comments:** DSL and Cable are NOT available in my area from any vendor !! Cable and DSL are available 2 blocks away from my home. I have been trying to get Cable modem or DSL for over 3 years. I have been told every conceivable excuse and lie that you can imagine. AT&T@home is the worst story. They consistently lie, make up excuses, and never return any calls. All of the DSL vendors are polite and just say no. My house is more than 16,000 feet from the switch and that is the end of the story.

**Comments:** High price for speed is NOT the answer. Having to pay \$49.95/month is NOT reasonable or affordable. This type of service should be made affordable for ALL areas of Plano. The low to mid income families should be able to afford such a service that can/does assist them in education, job searches, and information.

**Comments:** First they said yes-then they cancelled my order. Acceptable price: 39-49.00

Why is AT&T allowed to increase rates by more than 10% while providing no better service? Rate for cable modem went from 39.95 to 45.95 and I still have to lease their modem!

**Comments:** While the company promised service and even came to our home it was determined that our neighborhood did not have access. It is terrible that a neighborhood in the heart of the city does not have access to DSL service. What is more shameful is that the service providers think that we do and even go so far as to take our money before discovering that our neighborhood is in some sort of zone without service.

**Comments:** No response as to when cable or DSL will be provided. Acceptable price: 50 The area I live in is fiber linked and new installation. AT&T stated this to me. No one will commit or give any time frames for either cable modem or DSL. I am forced to pay over \$100 monthly for 128k ISDN services. At the least the price for residential ISDN should not be higher than cable or DSL modem. I do a lot of work from home and

many others in my area also. It is really making me think twice about long-term residence in this area.

**Comments:** Please put the pressure on VERIZON and AT&T to get on the stick. Stone Creek neighborhood is approaching 27 years in age and many residents retiring and spending more time on the Internet as either hobby or after retirement business. I purchased a LAN hub and have invested in a new 1.2 GHZ computer and am ready to go. Where is DSL???

Provider: AT&T Broadband. Result: They called me and installed modem and delivered software. I bought & installed Ethernet card and tried to install software. Worked with their HELP line for 2 days before discovering they did not have service node in my area. SICK!!!

**Comments:** Plano has to be much more vigilant with whichever high-speed Internet service provider it selects than it has been with AT&T broadband cable TV. The current situation with cable could easily be duplicated with high-speed Internet access. Whenever a provider is given a monopoly situation they must be carefully regulated or they will abuse that privileged position. Maintenance of the cable plant in Plano has been abysmal and AT&T customer service is very poor. It is not at all unusual to wait more than 1/2 hour to even talk to a representative. When finally a representative has been contacted it is usual to be given a service call time that spans an entire day. This is unacceptable even with what is basically entertainment service. It would be far worse with Internet because so many people today depend on it for their livelihood. Please take these observations into account as you work through the alternatives for Plano high speed Internet service. I have no reason to believe that Verizon or SWB would be any more customer service oriented than AT&T is. To put them into any sort of privileged commercial position without strict supervision would be very wrong and very neglectful of the needs of the community. Thank you for allowing me to share my views.

**Comments:** It is of paramount importance that Plano handle the high-speed access question better than it has cable TV. It is especially import that AT&T broadband not be chosen as the provider. They are doing a miserable job of providing cable service. Maintenance is a nightmare. I have AT&T cable and I regularly have problems with them and I have enormous difficulty reaching the repair service. It often takes over a 1/2 hour of waiting to get through to the repair line.

**Comments:** I have asked for cable modem access for years from, at first, Telecable of Plano, and now AT&T cable. I keep being told it is coming, but it never comes. I have also tried repeatedly to get DSL service from Verizon, also with no luck. It is very frustrating to be living in what is essentially central Plano and not be able to get high-speed Internet service. It is particularly frustrating to hear radio adds and see flyers inserted with bills from vendors urging me to sign up for such services when I have been wanting to for years and the services are never available. I would very much like to have high-speed Internet access!!



**Comments:** I need this access to operate a home business more efficiently. My home is properly wired, but the companies are not interested in an area that only has 300 homes! My main problem is no one really seems to know what the timeline or future plans really are for any of our neighborhoods. Please let us know what you can determine! (I had Ricochet Wireless Internet service, but they filed for bankruptcy this week, and now those of us that had that alternative, are out of luck with that technology).

Result: for 2 years we've been told it would be soon and then "very soon." My next door neighbor got DSL, but I cannot and we were told only select homes in our area would ever get it, and the rest will have to wait indefinitely. Important: yes Acceptable price: 60

**Comments:** I spent three months working with Verizon and Covad trying to get DSL at home. Their initial tests said we were 7200 feet from the DSLAM. Once they couldn't get the circuit to synch up then they said we were 15,800 feet away (we didn't move our house). Some times it would synch, sometimes it wouldn't.... none of the techs had any idea except to suggest we lower the service speed. Even at the lower 256k speed instead of the original 1.5mb speed, the line wouldn't stay synch'd. They finally recommended I go to a 64k speed instead. Needless to say we cancelled and decided to give AT&T@Home a try when it became available. I'm I.S. Manager for our small company in Plano. When ordering a T1 line at our office we experienced delays and out and out lies from Verizon over the status of the circuit. They just completely missed install dates for two weeks in a row, then their dispatch was telling us that the installers were "on site" as I was on the phone, maybe I just didn't see them. I control access to all telco closets, it's a small building. Two days later they told us they said a crew had to install fiber to the building and would be there by 8pm to start work.... a week later no one was there yet. In the end, the installer just showed up one day and we were up and running, they didn't have to run any new wire to the building, they did no digging, they just flat out lied. Once they got the circuit up we've had no problems, but then again Verizon is NOT our ISP (UUNet is). We are just unfortunate enough to have our office in Verizon's territory and have to rely on them for local loops. What hope does a residential customer have to get service from Verizon if a company can't even get decent service from them ? Result: Neither was able to provide DSL reliably (constant problems), AT&T@Home (Cable) is better but still not great. Important: yes Acceptable price: 50

**Comments:** It is very frustrating when Verizon's switching facility is in your own "neighborhood" (2900 Coit Rd.) yet you cannot be serviced. I also sense from speaking with Verizon that I live in an "older" less important neighborhood than the fast growing easy to wire west sector. Thanks and good luck. We need all of the help we can get. Result: Service not available. I am 1,000 feet past the end of the loop.

**Comments:** Not available. This is insane that in a wired community one cannot get Internet high-speed access!

**Comments:** I will be relocating to Plano, TX on December 1, 2001, and I am hopeful that High Speed Internet Access will be available to me.

**Comments:** We just moved here a couple of days ago on a relocation and just happened on this issue.

I do not find it acceptable that I may not have the Internet service that I am accustomed to. We are interested in purchasing a home and I hope that it has Cable or DSL available otherwise I will have to consider otherwise.

**Comments:** It is really sad to see DSL being installed 3 houses from us and we can not get it.

**Comments:** The price above is for service and ISP. I think the taxes on the service(and on phone service) are way to high. ATT would not provide me an estimate of when cable would be available in my area. Nor would they tell me their plans for upgrading service when too many people were on a single loop.

Verizon(actually all the providers I spoke to) advertises the maximum speed, but then in their disclaimers says you might not get it. Their lines are old, have multiple gauge wires in the loop, multiple splices, susceptible to water and lightning interference, etc. All this means that the level of service you pay for is often not realized. I pay for 768Kb/128Kb, I usually get 300-500Kb/128Kb, but often get less than 64Kb.

Verizon's customer service has been pretty good however, and problems have usually been fixed in a reasonable amount of time. One more thing about Verizon. They need to setup COs nearer to their customers, and/or replace lines that are too long and of poor quality. The limits on the distance(really wire length) reduces QoS and in many cases can preclude getting service. I realize what I suggest above has costs associated with them, but if this is a business to them they should invest and make the system better than it currently is.

**Comments:** I live in a brand new neighborhood in one of the most concentrated high-tech business areas in the USA. Yet, I do not have access to high speed internet at my new home. I moved to Plano from a 10 year old apartment complex in downtown Dallas where I was able to subscribe to both DSL and Cable high speed internet services. Go figure...

## **Exhibit B: Technology Commission**

### **City of Plano, Texas**

September 17, 2001 – Questionnaire review. ***Second Edition***

#### **Questionnaire comments:**

These are a few of the more relevant comments made in response to our Questionnaire that we have circulated to several Home Owner Associations and responses from our posted web site.

**Comments:** Being so close to Telecom Corridor, I feel Plano is very served when it comes to high speed internet. Many people are too far from a CO for DSL, AT&T is patchy and has a bad reputation (I can provide MANY samples of complaints both local and national). I would be willing to see an increase in property tax to see the whole of Plano wired for high speed access. It would set a precedent for the whole country to follow, certainly increase value and give people a chance to get online who may not have considered it previously.

**Comments:** My wife and I just moved to Plano from Dallas. Dallas had DSL, and Cable modem service. I was very disappointed to see that I have a higher cost of living, but ISDN is the best I can acquire besides satellite service. I currently am overseas and have only been able to use websites to research this information. As a "fix" for the next year my wife and I used the "starband" service for our Internet service and TV. It is a 2 way satellite and provides 500K down and 96 Tbps up. It is very expensive and not as reliable as I would like to have. I think if high speed access were available you would really receive more citizens. With Nortel, Cisco and other major technology folks in the area, high speed access is a must. As a matter of fact, I know of 4 people who would not look at housing at the Wylie/Plano border, simply because there was no high speed access. Please inform me if I am mistaken about these services availability. Also, I would like to be kept informed of any developments and progress on services that may become available.

**Comments:** Its remarkable to me that Plano is such a "wired" community and that we can't get highspeed data. In fact, this limitation is one of the main reasons that we are moving to North Dallas. My wife and I work about a 1/3 of the time at home and not having a highspeed provider is very limiting. Its very frustrating w/the high taxes we pay that we still have to creep along at 56k.

**Comments:** My husband and I live in Los Rios Park, an apartment complex on 14th Street. We would like to get either DSL or cable modem. I have called Verizon, SBC, and AT&T and none of these companies can provide high speed internet service here. Our only option is wireless internet from MCI, which is both expensive and slow (but faster than dialup and doesn't use the phone line). Any help would be appreciated!

**Comments:** I live in Stoney Hollow, a fairly new development. My house is built with Cat-5 wiring. I'm frustrated that my only alternative for high speed internet is satellite.

**Comments:** My husband runs his Real Estate Appraisal business out of our home, so he requires minimum of dial up access. I work for Texas Instruments, and frequently dial up to work from home. It is rather difficult at times, when my husband is running dial-up on one phone line and then I have to dial-up on another and we have no phone line free for his calling out or receiving faxes when we are both dialed up. Having DSL would eliminate this problem all together.

**Comments:** All [vendors] say it is available, then tell us they cannot provide at this time.

**Comments:** No DSL in my area. All promised dates missed. It sure would be nice if the telephone companies would at least provide us an accurate picture of what to expect and when. Even as a shareholder, I have been unable to get the facts/truth. I have been either lied to, or nobody actually knows what is going on! Cable modem does slow down at peak times! I wouldn't tolerate this in my business.

**Comments:** We've tried several times over the past year Result: Denied because our phone line isn't wired to support DSL, and each time, we are turned down. We can't remember how many carriers we have contacted.

**Comments:** No AT&T cable modem service in my neighborhood. And since I have no analog phone service at my house (only ISDN, from Verizon), Verizon is unable to tell me whether DSL is available to me! For the same reason, they can't tell prospective homeowners whether they'll be able to order DSL -- you must already have phone service with them. This is absurd! In any case, my Verizon central office is quite far from my house, so I'm not hopeful for good quality DSL service.

**Comments:** AT&T did not have a service package that included dial-up when using computer remotely. Need a package that has both options. This should be a no-brainer for AT&T! They have both services and actually should be able to tie them together nicely in a bundle. I feel sure I am not the only person in Plano that travels with a laptop.

**Comments:** It is my understanding that DSL (Digital Service Line) uses the same phone lines as the phone system but uses a digital switch, repeater, etc. This is something the phone system is going to have to install anyway to keep up with technology and competition. Why are we having to pay extra to help them install what they normally would have to install at their expense? Also why should that phone line cost anymore than any other phone line?

**Comments:** I am very irritated at my inability to gain access to high speed connections. Please advise if there is any hope of a solution in the near term (and if you know of any local providers who do wireless, please let me know!). DSL phone line is not available here!

**Comments:** It is unacceptable for a city like Plano not to be saturated with high speed providers. Given the number of fiber and switch upgrades going on in the city, why isn't AFFORDABLE high speed access available. Practically every \*.com in the country is represented in our area, but they don't provide service. Really doesn't say much for those companies, does it.

**Comments:** I live in Plano, but have Frisco phone service for some reason, and can get a dial-up connection no faster than 26.4K. I would probably be less anxious for a high-speed connection if I could just connect to my ISP at the 56K rate my modem is capable of. As it is, however, I would very much like to have high-speed access at my home.

**Comments:** I've tried for 2 years to get high speed internet access. The phone companies don't even respond when I send e-mail. I could try to get Direct PC but the cost is very high. I keep waiting for DSL or cable.

**Comments:** The DSL from SBC did not work! Cable modem is working very well. I would be interested in higher speed access when applicable.

**Comments:** Plano may be a very "wired" community, but GTE/Verizon has left our Stone Creek area high and dry due to the OLD phone wiring technology. Please ... PLEASE ... mandate Verizon to rewire the Stone Creek area with wiring which can support DSL or BETTER!!

Result: All accepted an order and then cancelled due to the phone wiring in the neighborhood!

Important: yes; Acceptable price: up to \$100.

**Comments:** Im in the middle of a major city in the telecomm corridor, yet can't get any form of high speed access! I'm stuck with dial up. AT&T @home promised that cable modem service would be available in 1998, I guess they decided not to upgrade their cable network

**Comments:** The price above [\$50] is for service and ISP. I think the taxes on the service (and on phone service) are way too high. ATT would not provide me an estimate of when cable would be available in my area. Nor would they tell me their plans for **upgrading service when too many people were on a single loop**. Verizon (actually all the providers I spoke to) advertises the maximum speed, but then in their disclaimers says you might not get it. Their lines are old, have multiple gauge wires in the loop, multiple splices, susceptible to water and lightning interference, etc. All this means that the level of service you pay for is often not realized. I pay for 768Kb/128Kb, I usually get 300-500Kb/128Kb, but often get less than 64Kb. Verizon's customer service has been pretty good however, and problems have usually been fixed in a reasonable amount of time. One more thing about Verizon. They need to setup COs nearer to their customers, and/or replace lines that are too long and of poor quality. The limits on the distance (really wire length) reduces QoS and in many cases can preclude getting service. I

realize what I suggest above has costs associated with them, but if this is a business to them they should invest and make the system better than it currently is.

**Comments:** I live in a brand new neighborhood in one of the most concentrated high-tech business areas in the USA. Yet, I do not have access to high speed internet at my new home. I moved to Plano from a 10 year old apartment complex in downtown Dallas where I was able to subscribe to both DSL and Cable high speed internet services. Go figure...

**Comments:** Not available in this area. The poor customer service and shared nature of AT&T's cable modem service needs viable competition

**Comments:** With high speed service I could work 1-2 days per week at home and save 2 hours of commute time each day plus 3 gallons of gas.

**Comments:** First they said yes-then they cancelled my order. Acceptable price: 39-49.00 Why is AT&T allowed to increase rates by more than 10% while providing no better service? Rate for cable modem went from 39.95 to 45.95 and I still have to lease their modem!

**Comments:** No access available at my address. AT&T installed a cable modem at my home almost two years ago and tried to get it to work for over two weeks before determining that cable modem access was not available at my address. Arrrgh!

**Comments:** That it is not available in my area. I have tried for at least 3 years to get a high-speed internet connection and I'm always told it's not available in my area. It should be soon. Three years is not soon. I don't understand why some areas of Plano have it and some don't.

**Comments:** My work at EDS requires I keep up with the latest technology and even EDS remote dialup has become so overloaded that I signed up with AT&T @home to maintain the performance to respond to work problems within expected time limits.

**Comments:** ATT was showing my location as available, but after a 4 hour attempt to install it they determined it was not a serviceable location. My next door neighbors on both sides of me still show on ATT's website as serviceable.

**Comments:** I use DSL for VPN access to my company. It could also act as VPN to our schools for secure access for students. The downside is that ISPs are going out of business relatively rapidly right now. Why not have the schools and Community Credit Union offer it? They have a similar coverage area. P.S.: I was using COVAD with Internet America as the ISP. Internet America seems to have fallen out with COVAD who is offering a switch to COVAD.net along with their DSL service. I would consider a switch to a Plano DSL if it is being offered now. Is it?

**Comments:** Although we have ATT broadband access, the service has had problems since we installed it. There have been several days where we were unable to access the service. This can be very costly since I occasionally homebase from my office, and we use the internet frequently.